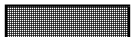




**CONFIDENTIAL**

# **Surrey District and Borough Performance Indicator Benchmarking**

**Quarter 3 - 2024/25**

## **Key**

	Does not provide data as defined by indicator at the present time
	Does not report this data
	Unable to provide data this quarter

Further information: Please contact Jenny Sturgess - Policy and Performance Officer - Waverley Borough Council

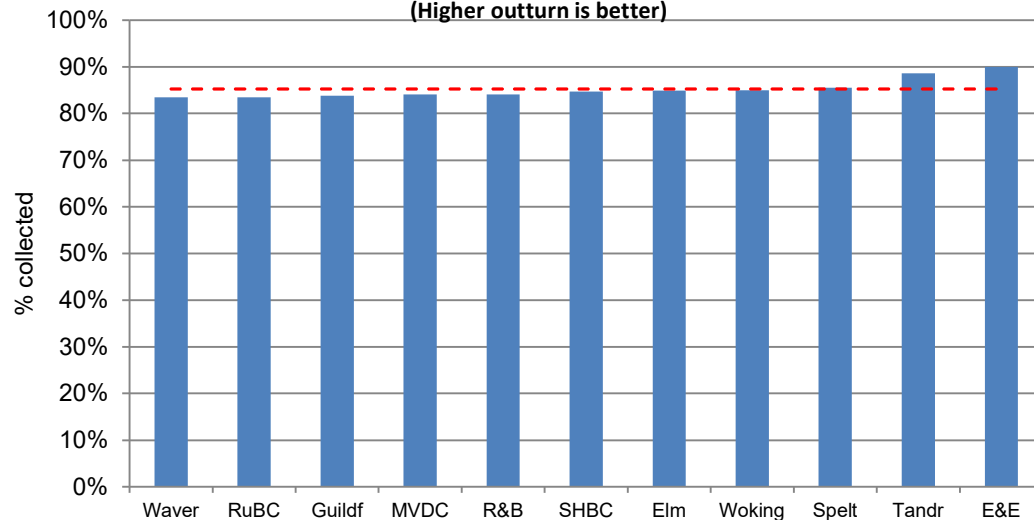
Email: [jennifer.sturgess@waverley.gov.uk](mailto:jennifer.sturgess@waverley.gov.uk)

Tel: Jenny - 01483 523465

Report produced: 4 February 2025

## Percentage of council tax collected

(Higher outturn is better)

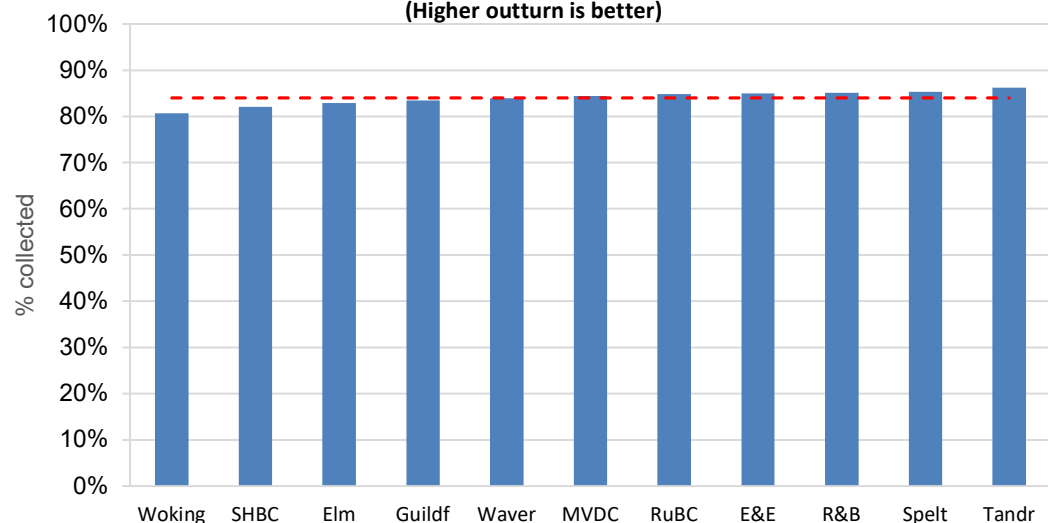


Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.

	Actual	
Elm	84.9%	12 month year as standard
E&E	90.0%	
Guildf	83.8%	10 month year as standard
MVDC	84.1%	10 month year as standard
R&B	84.1%	10 month year as standard
RuBC	83.5%	10 month year as standard
Spelt	85.5%	10 month year as standard
SHBC	84.7%	10 month year as standard
Tandr	88.6%	10 month year as standard
Waver	83.5%	10 month year as standard
Woking	85.0%	
----	85.2%	Average value of returns

## Percentage of non-domestic rates collected

(Higher outturn is better)

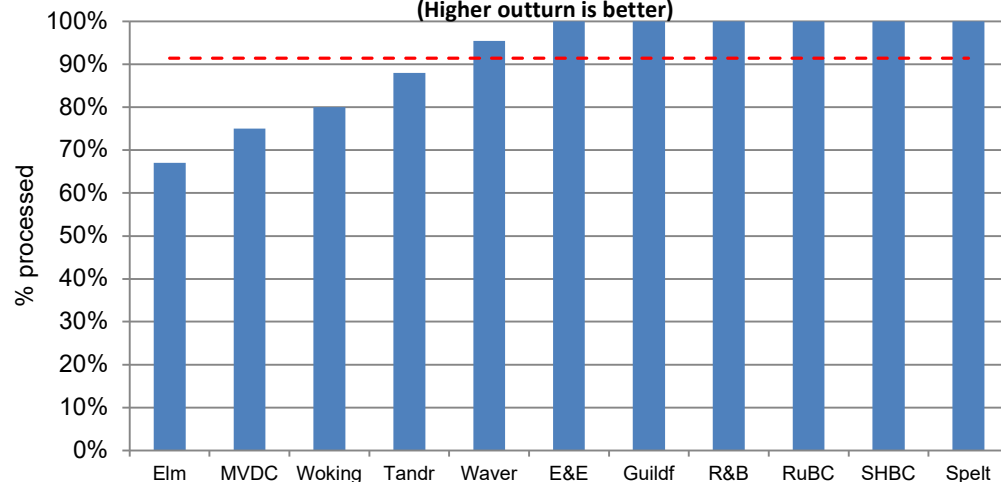


Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year.

	Actual	
Elm	82.9%	12 month year as standard
E&E	85.0%	
Guildf	83.5%	10 month year as standard
MVDC	84.4%	10 month year as standard
R&B	85.1%	10 month year as standard
RuBC	84.8%	10 month year as standard
Spelt	85.3%	10 month year as standard
SHBC	82.1%	10 month year as standard
Tandr	86.2%	10 month year as standard
Waver	83.9%	12 month year as standard
Woking	80.7%	
----	84.0%	Average value of returns

### Percentage of decisions on major applications made within 13 weeks

(Higher outturn is better)



Figures for October - December (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on major applications made within 13 weeks reporting period.

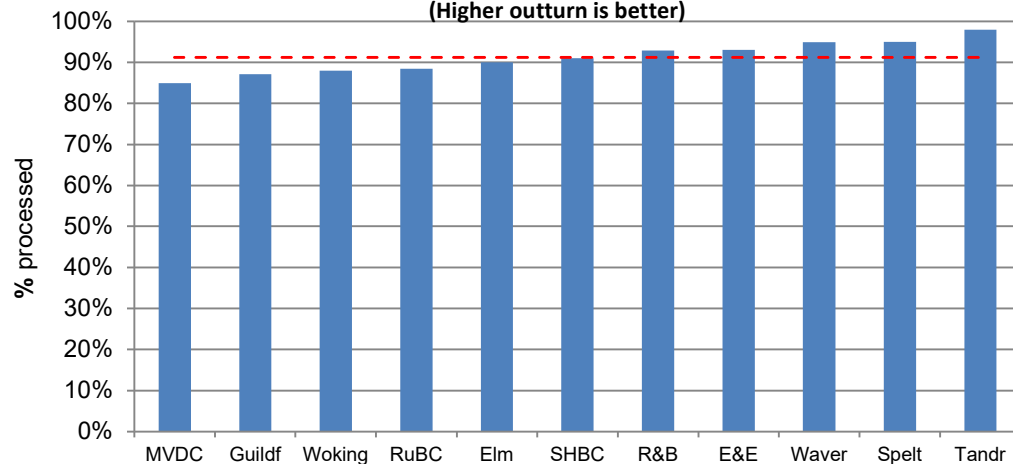
	Actual
Elm	67.0%
E&E	100.0%
Guildf	100.0%
MVDC	75.0%
R&B	100.0%
RuBC	100.0%
Spelt	100.0%
SHBC	100.0%
Tandr	88.0%
Waver	95.5%
Woking	80.0%
----	91.4%

or within agreed EoT (extensions of time)

Average value of returns

### Percentage of decisions on minor applications made within 8 weeks

(Higher outturn is better)

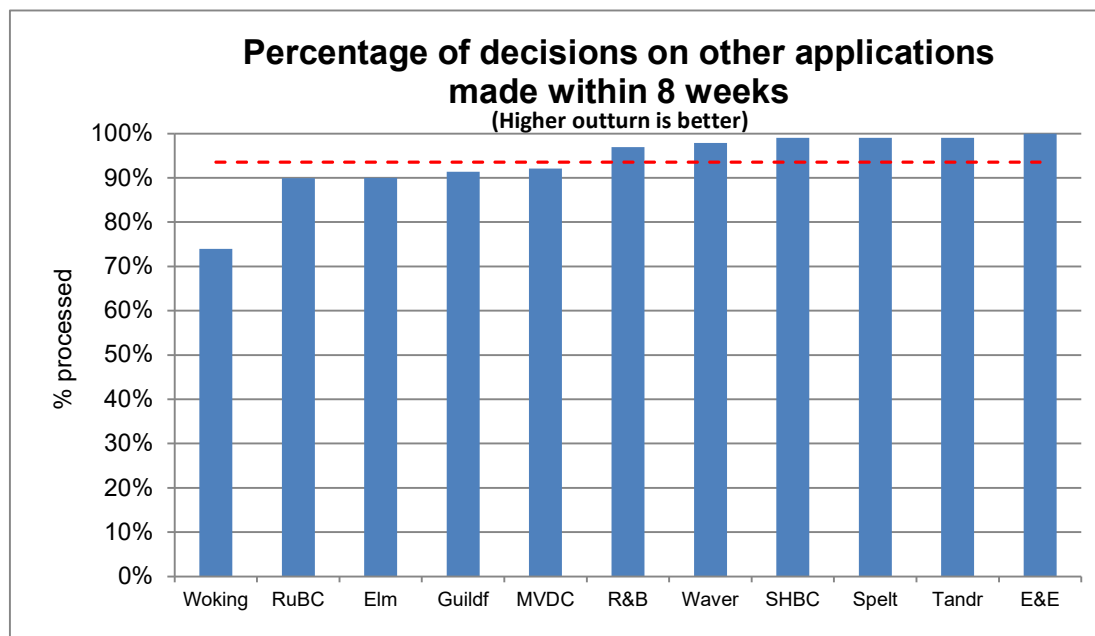


Figures for October - December (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on minor applications made within 13 weeks reporting period.

	Actual
Elm	90.0%
E&E	93.0%
Guildf	87.1%
MVDC	84.9%
R&B	92.9%
RuBC	88.4%
Spelt	95.0%
SHBC	91.0%
Tandr	98.0%
Waver	94.9%
Woking	88.0%
----	91.2%

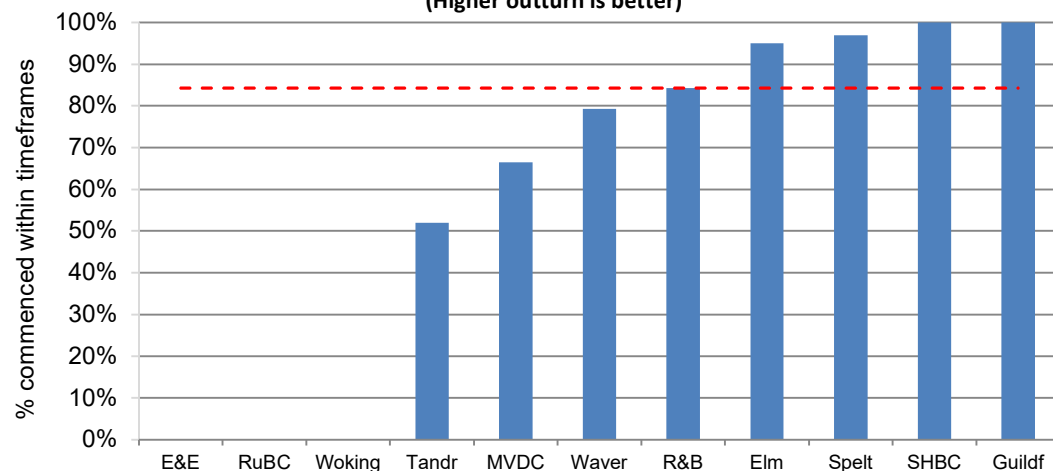
or within agreed EoT (extensions of time)

Average value of returns



### Percentage of planning enforcement investigations commenced within timeframes

(Higher outturn is better)

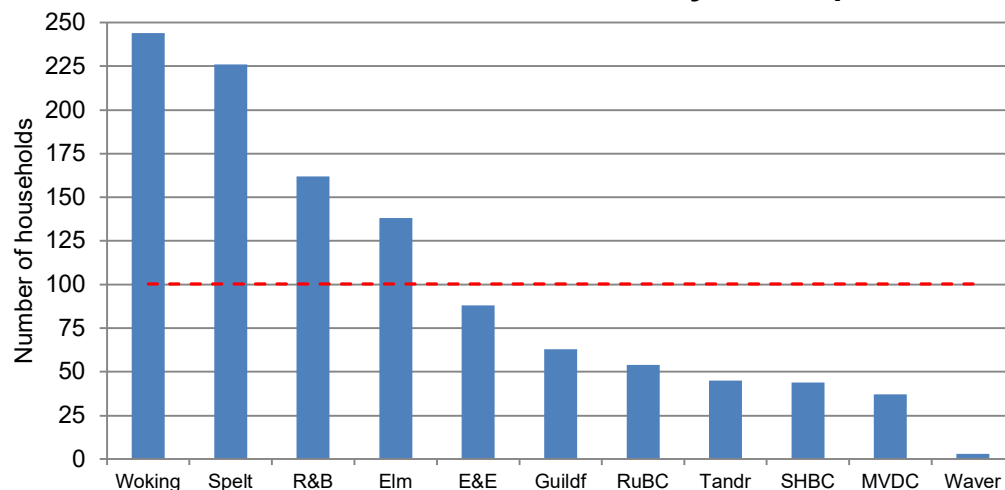


Cumulative year to date figure of the number of planning enforcement investigations commenced within a specified timeframe that accords with each Council's adopted Enforcement Plan Priorities

	Actual
Elm	95.0%
E&E	
Guildf	100.0%
MVDC	66.5%
R&B	84.3%
RuBC	
Spelt	97.0%
SHBC	100.0%
Tandr	52.0%
Waver	79.3%
Woking	
----	84.3%

Average value of returns

### Number of households living in temporary accommodation on the last day of the quarter

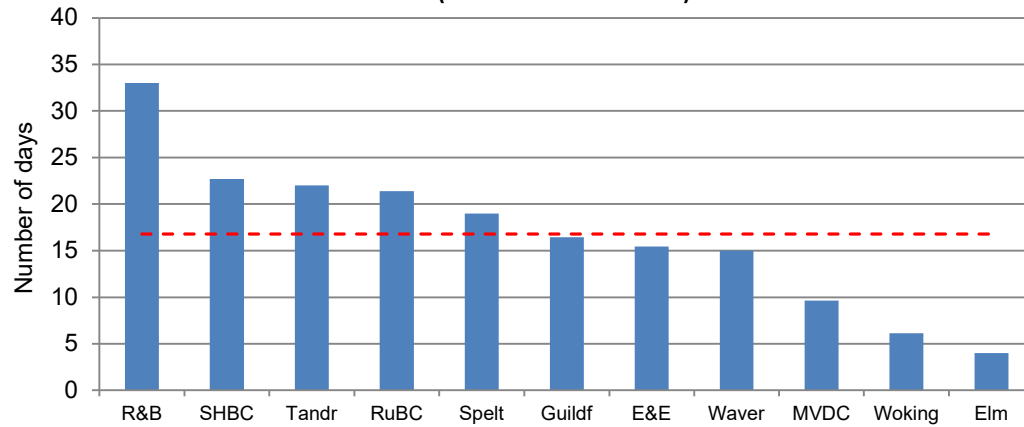


Number of all households in temporary accommodation at the end of the quarter. These are households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act and as amended by the HRA 2017.

	Actual
Elm	138
E&E	88
Guildf	63
MVDC	37
R&B	162
RuBC	54
Spelt	226
SHBC	44
Tandr	45
Waver	3
Woking	244
----	100

Average value of returns

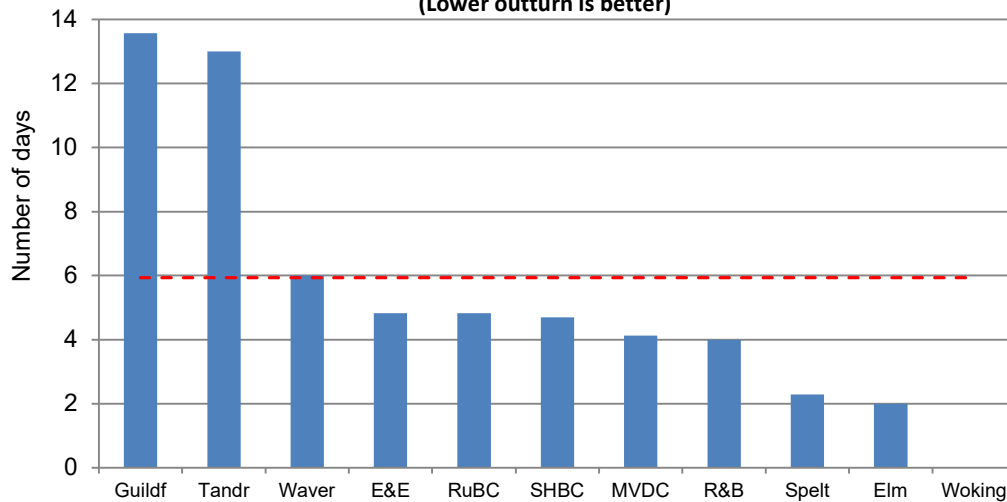
### Average number of days taken to assess new housing benefit claims (Lower outturn is better)



Cumulative year to date figure of the total number of days taken to process new housing benefit claims divided by the number of new claims.

	Actual	
Elm	4.0	HB & CT benefit
E&E	15.4	
Guildf	16.4	
MVDC	9.6	
R&B	33.0	
RuBC	21.4	
Spelt	19.0	
SHBC	22.7	HB & CT benefit
Tandr	22.0	
Waver	15.0	
Woking	6.1	HB & CT benefit
----	16.8	Average value of returns

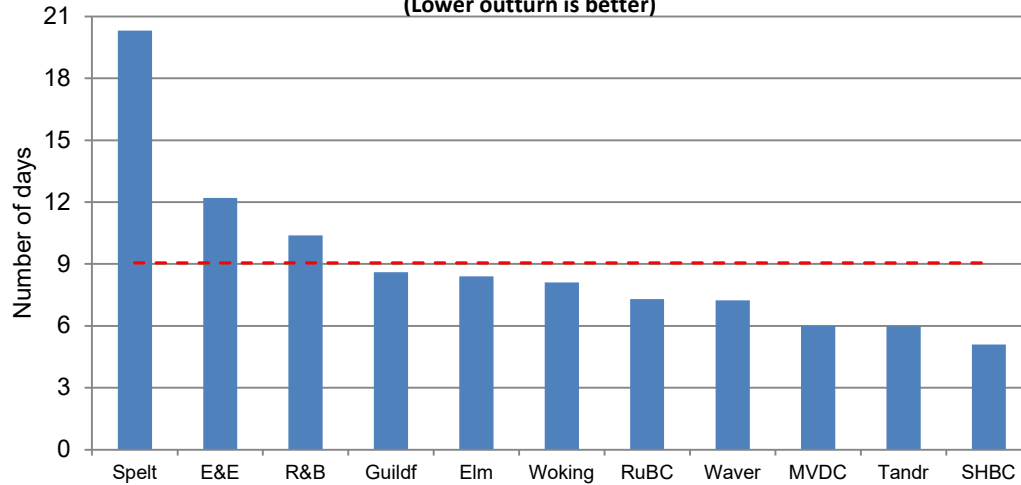
### Average number of days taken to assess change in circumstances for housing benefit claims (Lower outturn is better)



Cumulative year to date figure of the total number of days taken to assess change in circumstances requests for housing benefit divided by the number of change in circumstances requests.

	Actual	
Elm	2.0	HB & CT benefit
E&E	4.8	
Guildf	13.6	
MVDC	4.1	
R&B	4.0	
RuBC	4.8	
Spelt	2.3	HB & CT benefit
SHBC	4.7	
Tandr	13.0	
Waver	6.0	
Woking		HB & CT benefit
----	5.9	Average value of returns

**Average number of working days lost to staff sickness absence - all absence**  
(Lower outturn is better)

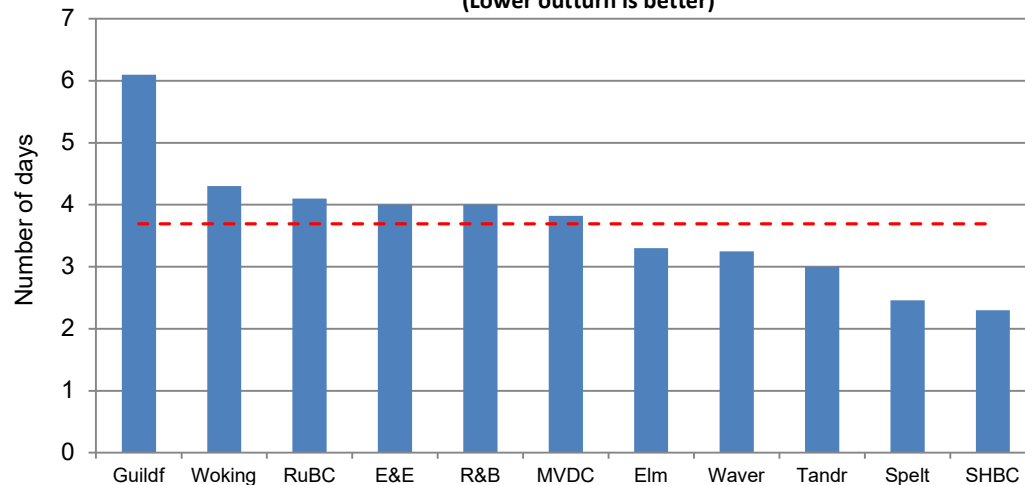


Rolling year-to-date number of working days/shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	8.4
E&E	12.2
Guildf	8.6
MVDC	6.0
R&B	10.4
RuBC	7.3
Spelt	20.3
SHBC	5.1
Tandr	6.0
Waver	7.3
Woking	8.1
----	9.1

Average value of returns

**Average number of working days lost to staff sickness absence – short term absence**  
(Lower outturn is better)

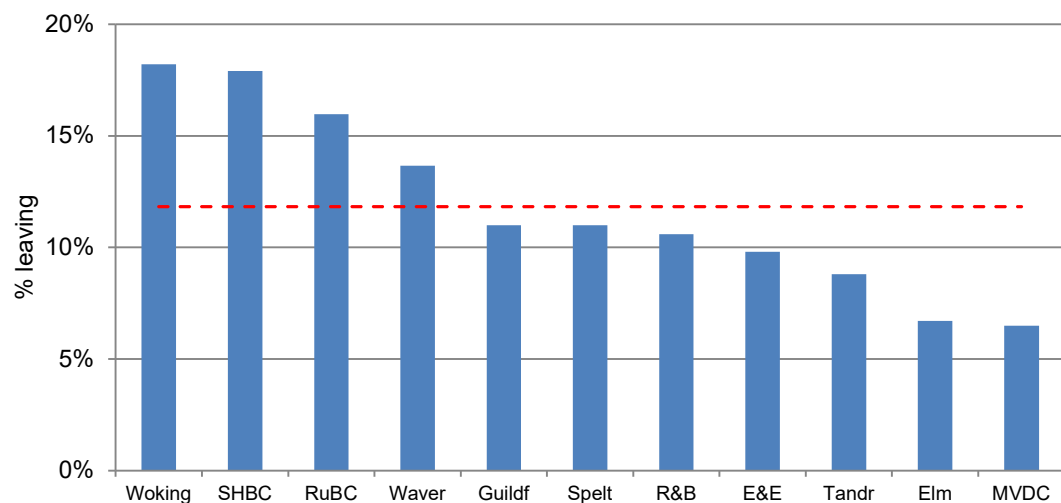


Rolling year-to-date number of working days/shifts lost due to short term sickness absence (20 days or less). This is calculated by the number of short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	3.3
E&E	4.0
Guildf	6.1
MVDC	3.8
R&B	4.0
RuBC	4.1
Spelt	2.5
SHBC	2.3
Tandr	3.0
Waver	3.3
Woking	4.3
----	3.7

Average value of returns

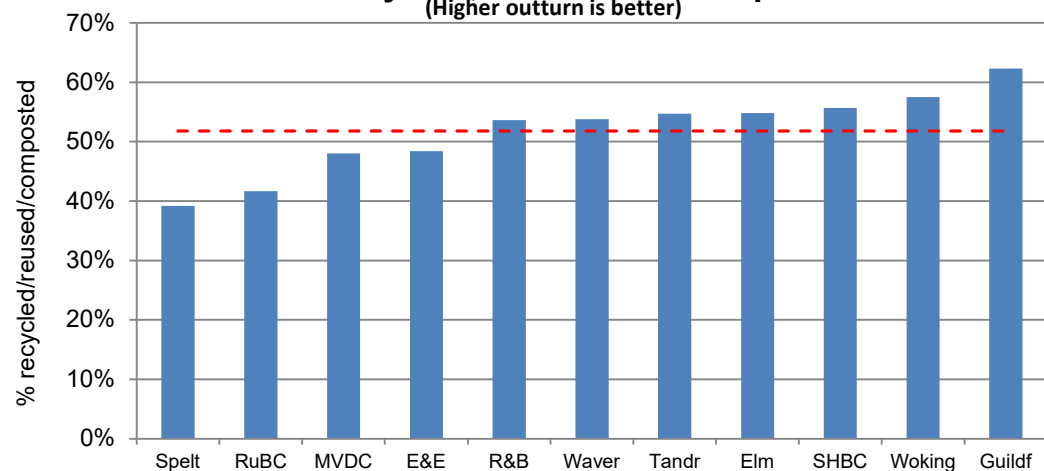
## Percentage of staff turnover



Rolling year-to-date figure calculated from the total number of staff leaving (voluntary and non-voluntary) as a percentage of total staff in post.

	Actual	
Elm	6.7%	
E&E	9.8%	voluntary only
Guildf	11.0%	
MVDC	6.5%	voluntary only
R&B	10.6%	
RuBC	16.0%	
Spelt	11.0%	
SHBC	17.9%	
Tandr	8.8%	voluntary only
Waver	13.7%	
Woking	18.2%	
----	11.8%	Average value of returns

## Recycling rate - percentage of household waste recycled, reused and composted (Higher outturn is better)



Rolling 12-month figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. Figures are for Q3 2024/25, provided by JWS for Surrey Environment Partnership.

	Actual	
Elm	54.8%	
E&E	48.4%	
Guildf	62.3%	
MVDC	48.0%	
R&B	53.6%	
RuBC	41.7%	
Spelt	39.2%	
SHBC	55.7%	
Tandr	54.7%	
Waver	53.8%	
Woking	57.5%	
----	51.8%	Average value of returns